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Revised

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: COMMUNITY SERVICES REPRESENTATIVE

DEFINITION

Under general supervision, to assist in implementation and maintenance of community services and project policies and programs; to provide community education and outreach on citywide and neighborhood improvement and/or assistance programs; to serve as liaison to and for City departments and other agencies; and to do related work as required.

REPORTS TO: Varies

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision; may oversee volunteer workers.

EXAMPLES OF DUTIES

Typical duties may include, but are not limited to, the following:

- Assist in the formation of neighborhood community groups to implement specific programs to lessen tensions or improve group relations and provide staff support for such programs as directed.
- Assist in the development of program services, coordinate with service providers, and monitor program participant progress.
- Identify issues and needs within a neighborhood and/or community.
- Make home visitations, in conjunction with outreach work, to determine individual and family needs and problems, working with young people and parents; identify barriers to services and provide solutions.
- Assist in coordination of project, neighborhood, and community events.
- Assist in preparation of publicity and outreach to promote programs, project services, activities, and community events.
- Provide assistance in the completion and processing of forms, applications, and reports for various programs and services.
- Develop and maintain effective working relationships between public, non-profit agencies, and the community.
- May oversee volunteer workers in support of community programs and activities.
- Participate in project and community meetings as required.
- Conduct school, community, and other presentations as required.
- Provide written progress reports regarding work activities.
- Initiate and maintain the collection of program information.

QUALIFICATIONS

Knowledge of:

- Neighborhood and community interests, concerns, and attitudes.
- Programs designed to improve group and intergroup relationships, and/or youth and community development.
- Principles and practices of leadership in group cooperation.
- Individual and group dynamics including neighborhood organizations and community-based organizations.
- Health, education, and social needs of at-risk youth and gang involved youth.

Ability to:

- Establish and maintain effective working relationships with other employees and the public.
- Understand and communicate with individuals (adults and young people) of different racial and cultural backgrounds.
- Communicate clearly and concisely, orally and in writing.
- Understand and carry out written and oral instructions.
- Spanish speaking ability may be desirable.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to an Associate degree from an accredited college or university with major work in social science or sociology. Additional qualifying experience may be substituted for the required education on a year for year basis.

Experience: One year of experience in working with community groups in social oriented programs.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of, or ability to obtain, an appropriate, valid, Class "C" Motor Vehicle Operator's License.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Community Services Representative

TO: Community Relations Assistant